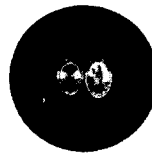


231862

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

Date: 8/7/2014

## Complaint Form

2014-340C

### Complainant or Legal Representative Information:

Name: JOE HAYDEN  
Firm (if applicable): ALLSTATE INSURANCE COMPANY, JOE HAYDEN AGENCY  
Mailing Address: 26A ORCHARD PARK DR  
City, State Zip: GREENVILLE SC 29615 Phone:  
E-mail: JOEHAYDEN@ALLSTATE.COM

Name of Utility Involved in Complaint: WINDSTREAM COMMUNICATION AND VONAGE BUSINESS SOLUTIONS

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below)

- ☐ Billing Error/Adjustments  
☐ Meter Issue  
☐ Payment Arrangements  
☐ Deposits and Credit Establishment  
☐ Service Issue  
☐ Disconnection of Service Water Quality  
☐ Wrong Rate  
☐ Line Extension Issue  
☐ Refusal to Connect Service  
☒ Other (be specific) REFUSAL TO PORT FAX LINE 3 FROM WINDSTREAM TO VONAGE.

Have you contacted the Office of Regulatory Staff (ORS)? ☒ Yes ☐ No

Name of ORS Contact: Jamis Peebles

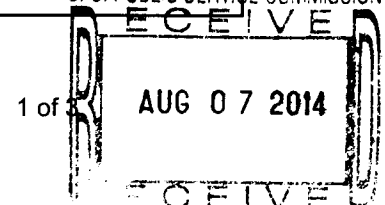
### Concise Statement of Facts/Complaint:

An initial complaint was filed on 6/30/2014 with documentation attached. To recap, I changed phone and internet service on April 28, 2014 from Windstream Communications to Vonage for voice service and Charter Communications for internet service. Windstream was provided written notification of my intent to change in early January 2014. I completed Letters of Agency for both primary and fax phones as required for the porting process. My primary phone number was ported in about six weeks. To date, the fax number has not been delivered. Each company is placing blame on the other. ORS agent Jamie Peebles is not sure if fault lies with Windstream or Vonage. At this time, Vonage is not returning a request to the ORS to discuss their procedures. As such, the OFS is recommending I file this formal complaint at this time. These are my accounts with each company:  
Windstream: Vonage (Do not publish my account and phone numbers to the public.)

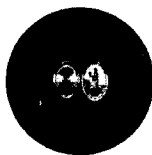
Relief Requested:

A170B0D6E3644FDFB3F9308AD3280E31

S. C. PUBLIC SERVICE COMMISSION



1 of 2



Date: 8/7/2014

1. Port my fax number as soon as possible. Fault lies with either Windstream or Vonage or both? Who knows! Take action against the offending company(s) as needed.
2. Windstream Communications must refund me for the last two payments I made to them when my contract expired on April 28, 2014. I continued to make payments for the May and June 2014 invoices totaling \$721.06.
3. Windstream Communications must stop sending me invoices.
4. Windstream must correct all negative credit information reported the national credit bureaus and provide me with a written report of this remedy.
5. The offending company will issue an apology to writing to me.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.sc.gov). [X] Yes [ ] No**

X

**VERIFICATION**

Internal Use Only

STATE OF SOUTH CAROLINA )

Processed By Date

)

COUNTY OF Greenville )

H.E.

I, JOE HAYDEN

verify that I have read my complaint filed on

and know the contents thereof, and that said contents are true.

JOE HAYDEN

8/7/2014

X

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100  
Fax: 803-896-5199  
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Date: 8/7/2014

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*X Joe Hayden*

		VERIFICATION	Internal Use Only	
STATE OF SOUTH CAROLINA	)		Processed By	Date
	)			
COUNTY OF Greenville	)		H.E.	

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and know the contents thereof, and that said contents are true. JOE HAYDEN 8/7/2014

*X Joe Hayden*